



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Anderson et al.
Serial No. : 09/431,017
Filed : November 1, 1999
For : RELATIONSHIP BASED TASK AND RESOURCE
CALL CENTER MANAGEMENT SYSTEM AND METHOD
Examiner : Q. Nguyen
Attorney's Docket : DAVOX-164XX
Group Art Unit : 2642

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Issue Fee, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 12-23-05.

By 
Daniel J. Bourque, Esquire
Registration No. 35,457
Attorney for Applicant(s)

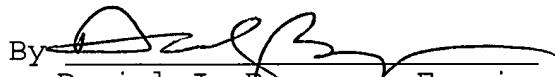
NOTIFICATION OF LOSS OF ENTITLEMENT TO SMALL ENTITY STATUS

Mail Stop Issue Fee
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Patentee respectfully requests removal of small entity status pursuant to 37 C.F.R. §1.27(g)(2). Applicant submits that there has been no attempt to fraudulently establish small entity status, but rather that a recent corporate merger prevents Applicant from claiming small entity at this time.

Respectfully submitted,

By 
Daniel J. Bourque, Esquire
Registration No. 35,457
Attorney for Applicants

Bourque & Associates, P.A.
835 Hanover Street, Suite 301
Manchester, NH 03101
Telephone: (603) 623-5111
Facsimile: (603) 624-1432

Date: 12-23-05